

Audio visual services

8.1 Audio Visual Preferred Supplier

Vidcom is the preferred supplier for your audio visual and technical requirements in Claudelands Conference and Exhibition Centre. Based on-site, with a thorough working knowledge of the venue, Vidcom can provide professional and high quality lighting, sound and visual equipment as well as communications solutions to suit each unique situation.

Audio visual services available include, but are not limited to:

- Tailored Projection and Visual systems
- Tailored Sound systems
- Event Recording
- Video Conferencing
- Connection to the In-house Sky TV
- Electronic Whiteboards
- Handheld, Lapel and Table Microphones
- Laptops
- High Speed Internet Connections

Your Claudelands Event Manager will liaise with Vidcom on your behalf to organise your audio visual requirements.

8.2 Venue Audio Visual Features and Equipment

Audio

Most conference and function rooms within the venue contain an in-house P/A system. Where an event requires a specific audio solution, Vidcom can assist in tailoring a solution to suit your requirements. Hearing aid loops are also installed in the Arena, Heaphy and Brooklyn rooms.

Data Projection

High definition projection screens are available in the Heaphy, Brooklyn and Oakley Rooms. Where additional screens and projection is required, Vidcom can assist in putting together a solution to suit your requirements.

Video Conferencing

Top of the range video conferencing technology can be provided in the conference centre enabling the flexibility of conducting a video conference from any of the meeting rooms within the venue.

Audio Visual Hire Equipment

A range of audio visual equipment is available for hire on site. Contact your Claudelands Event Manager to discuss your requirements.

8.3 External Audio Visual Suppliers

As per the [General Terms and Conditions of Venue Hire](#), you must advise your Claudelands Event Manager if you have an existing preferred supplier arrangement with an external audio visual supplier and you wish to engage their services for your event.

If you are using an external audio visual supplier in the conference and exhibition centre, an AV Duty Technician will be assigned to supervise the pack in and pack out, any room re-sets and any occasions where a re-patching, movement or resetting of AV equipment is required. The responsibility of the AV Duty Technician is to ensure venue processes are carried out and to assist the external AV provide by providing venue information and advice. Charges and time required for the AV Duty Technician will be quoted based on your requirements.

External audio visual service providers working within the venue must obtain accreditation to be on site for each event and must adhere to the venue rules as set out in this section, [Section 17: Contractors and Entertainers](#) and the [Event Facilities Venue Safety Guide](#) (Appendix 4).

Any venue charges incurred by the external audio visual provider on behalf of the hirer must be approved by the hirer prior to being incurred. These may include charges for access to patching infrastructure, rigging and use of Vidcom or venue equipment.

Pack In/Pack Out Access Times

If using an external audio visual supplier, your Claudelands Event Manager will work with you to establish pack in and pack out access times. Any changes to agreed pack in and pack out times must be advised to the Claudelands Event Manager prior to your event. Additional charges will apply where the AV Duty Technician is required for more hours due to a delay or change to the agreed pack in or pack out timing.

Scissor Lift and Working at Heights Platform

A scissor lift and qualified operators are available for hire by external audio visual suppliers who require one to undertake work on site. Scissor lifts and working at heights platforms cannot be bought on site without prior consent from Claudelands. All scissor lift operators must be qualified to operate the equipment. Contact your Claudelands Event Manager for costs and to organise hire.

Rigging and Hanging

The hirer is required to use venue riggers for all audio visual rigging or hanging. The venue riggers will supervise all rigging and hanging activities. The cost of rigging will be chargeable to the hirer.

Electrical Appliances – Tagging and Testing

As per [Section 11: Utilities.](#), all electrical appliances for commercial or public use, including audio visual equipment, must be tagged and tested with a current test tag. A tagging and testing service is available on site for any equipment found as untagged. Charges will depend on requirements.

8.4 Technical Services

The in house Technical Services team can provide services for large scale events in Claudelands Arena with specialised production requirements including rigging, pyrotechnics, sound and lighting production. Talk to your Claudelands Event Manager to discuss your requirements.